

## Self Funding Model



# Self Funding Model (SFM)

- No tax dollars – This allows the State of Michigan (SOM) to build eGovernment solutions without increasing costs to state agencies.
- Michigan.gov will transform into customer centric and robust, citizen facing portal.
- Introduction of innovative technology solutions.
- 30 States are participating in SFMs:
  - SFMs have been in use for 20 years



# How SFM works

- Model is proven and effective.
- Efficiency fee is applied to business facing services:
  - Focused on data aggregators (insurance, banking, data resellers).
  - Driver history records are core funding stream.
- SOM retains ownership of all data.
- SFM Partner recommends fee, SOM approves.
- Driver record fees would align with the national average.



# SFM Benefits

- Michigan.gov opportunities:
  - Current portal is over 11 years old.
  - Costs over \$5 million to operate annually.
  - Navigation is difficult.
- New Customer centric portal:
  - Design would be focused on user experience.
  - Integration to MiPage.
  - Better content management for State Agencies.
- Additional Services:
  - Social Media Tools
  - Mobile Applications
  - Payment Processing
  - Marketing Services
- Ability to leverage other State developed applications.
- Have the opportunity to reduce costs, while improving service.



# Utah.gov

The image shows the mobile version of the Utah.gov website. At the top, there's a navigation bar with icons for Home, Search, Contact Us, Business, Education, Health Care, and Transportation. Below this is a search bar with the placeholder "Find Services, A government job listing, news, or more". A large button labeled "Search" is positioned next to the search bar.

The main content area features several cards:

- Mobile Under the Sun:** Shows a photo of a hot air balloon and the text "Mobile Under the Sun: on the road this October 26".
- OnTime:** Shows a photo of a smartphone displaying a mobile application with the text "OnTime Public Notices and Job Listings".
- 83:** Shows a photo of a hot air balloon with the text "83 Official balloons, 100% solar energy fuel".
- 25:** Shows a photo of a hot air balloon with the text "25 Years of Quality Public Service".
- 18,514:** Shows a photo of a hot air balloon with the text "18,514 Utah jobs available".
- The Debate Over Pulling Labor Force Participation:** Shows a photo of a group of people with the text "The Debate Over Pulling Labor Force Participation".

On the right side of the screen, there are several vertical columns of links:

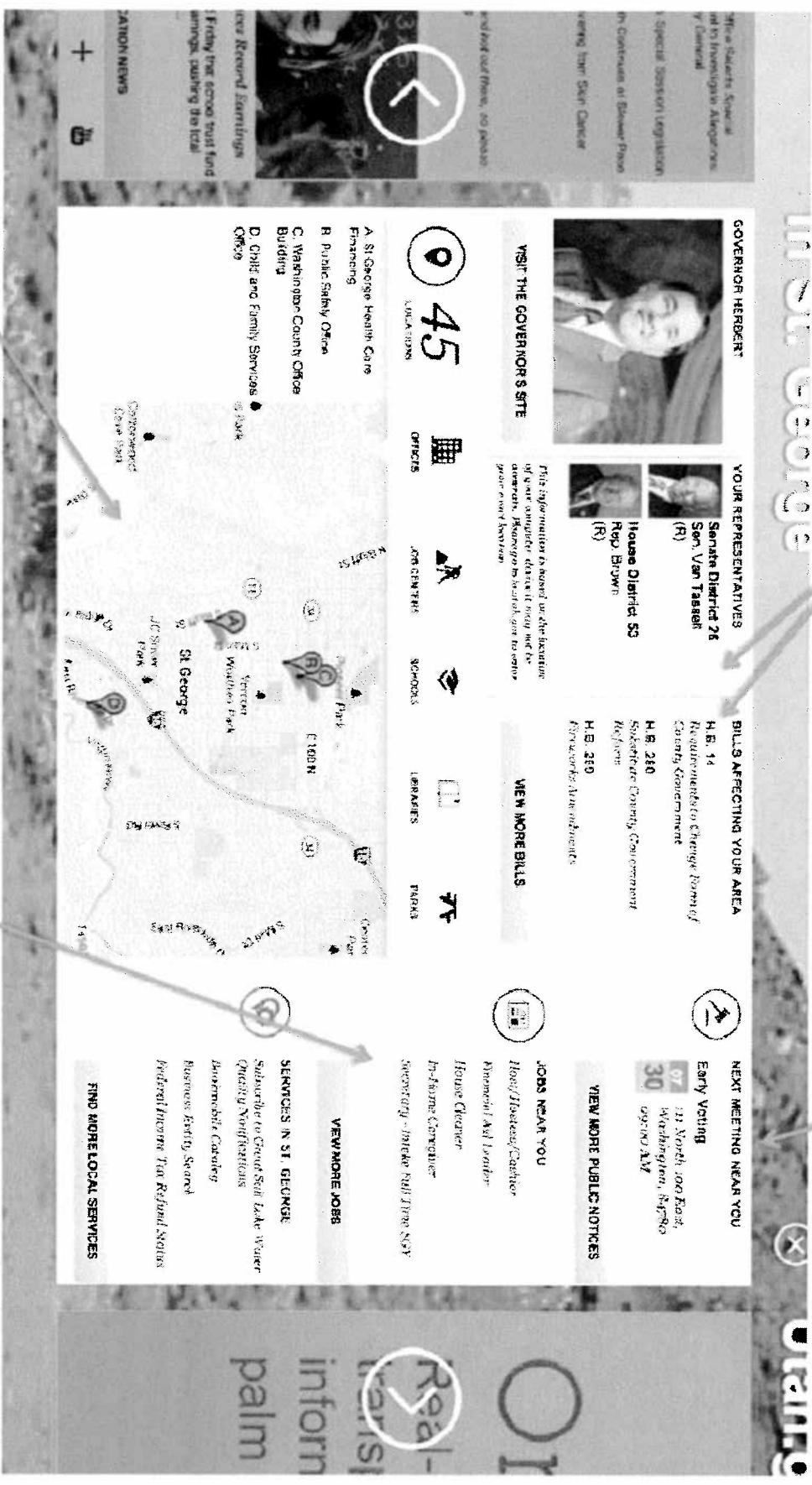
- Help:** Includes links for Legal Help, Homeowner Help, Small Business Help, and Disability Resources.
- Alerts:** Includes links for Traffic & Weather, Accidents Alerts, Market Alerts, Economic Indicators, Unemployment, Jobless Rate, Discretionary Help, and Disaster Alerts.
- Executive:** Includes links for Governor, First Lady, Lt. Governor, Secretary of State, Governor's Cabinet, Governor's Office, and Office of Auditor.
- Legislative:** Includes links for Legislature, White Space, Legislative Calendar, House, Senate, and Office of the Lieutenant Governor.
- Awards:** Includes a "BEST OF THE WEB" section with a star rating and a link to "Utah.gov receives a Gold Seal of the Best Website Government Section in the Nation".

At the bottom of the page, there are social media icons for YouTube, RSS, Photos, Phone, Email, Facebook, Twitter, and LinkedIn. The footer contains a copyright notice: "The Utah.gov Content Disclaimer | Bureau of Land Management | Privacy Policy | Accessibility Statement | Utah.gov | © 2013, State of Utah - All rights reserved".

Utah.gov Services

**Geolocation automatically displays elected representatives and legislative activity affecting a user's location**

**Public meeting & activity notices include federal, state, and local meetings as well as alerts for upcoming elections**



# Utah.gov Social Media

Utah.gov  
Connect uses a master data index to capture social media streams, which simplifies how citizens and the state use 19 different tools – from Facebook & Twitter to QR codes, widgets, and Flipboard.

The screenshot shows the Utah.gov social media dashboard. At the top, there's a navigation bar with links for Home, About, Contact, Help, and Log Out. Below that is a search bar and a "Social Media" button. The main area has several sections:

- Photos:** A large image of a canyon landscape with a "View Photo" link.
- Resources:** A section titled "Utah.gov Photographic Sites & Resources" featuring links to the Governor's Office of Economic Development Photo Gallery, University of Utah Photography, Utah State History Photo Collection, and Utah State Library Photo Collection.
- Widgets:** A section titled "Utah.gov Widgets" featuring links to the Utah Museum of Natural History Photo Station, Utah Science Photo Station, Utah State History Photo Collection, and Utah State Library Photo Collection.
- Flipboards:** A section titled "Utah.gov Flipboards" featuring links to the Utah Department of Transportation, Utah Geologic Survey, Utah State History Photo Collection, and Utah State Library Photo Collection.
- Facebook:** A section titled "Utah.gov Facebook" featuring links to the Utah Department of Transportation, Utah Geologic Survey, Utah State History Photo Collection, and Utah State Library Photo Collection.
- Twitter:** A section titled "Utah.gov Twitter" featuring links to the Utah Department of Transportation, Utah Geologic Survey, Utah State History Photo Collection, and Utah State Library Photo Collection.
- YouTube:** A section titled "Utah.gov YouTube" featuring links to the Utah Department of Transportation, Utah Geologic Survey, Utah State History Photo Collection, and Utah State Library Photo Collection.
- QR Codes:** A section titled "Utah.gov QR Codes" featuring links to the Utah Department of Transportation, Utah Geologic Survey, Utah State History Photo Collection, and Utah State Library Photo Collection.
- Widgets:** A section titled "Utah.gov Widgets" featuring links to the Utah Department of Transportation, Utah Geologic Survey, Utah State History Photo Collection, and Utah State Library Photo Collection.
- Printables:** A section titled "Utah.gov Printables" featuring links to the Utah Department of Transportation, Utah Geologic Survey, Utah State History Photo Collection, and Utah State Library Photo Collection.

Feeds come from a variety of sources – including federal, state & local agencies, not-for-profits, state news agencies, chambers of commerce, universities, sports teams, job listing services, and community advocacy organizations

# Utah's SFM Results

## bottom line growth

The majority of Utah businesses say the services provided by Utah.gov have a positive impact on their firms.

91%

saves time

The percent of businesses that say Utah.gov saves their time.

## Smarter eGovernment

86%

easier to do business

The percent of businesses that say Utah.gov's services make it easier to do business in Utah.

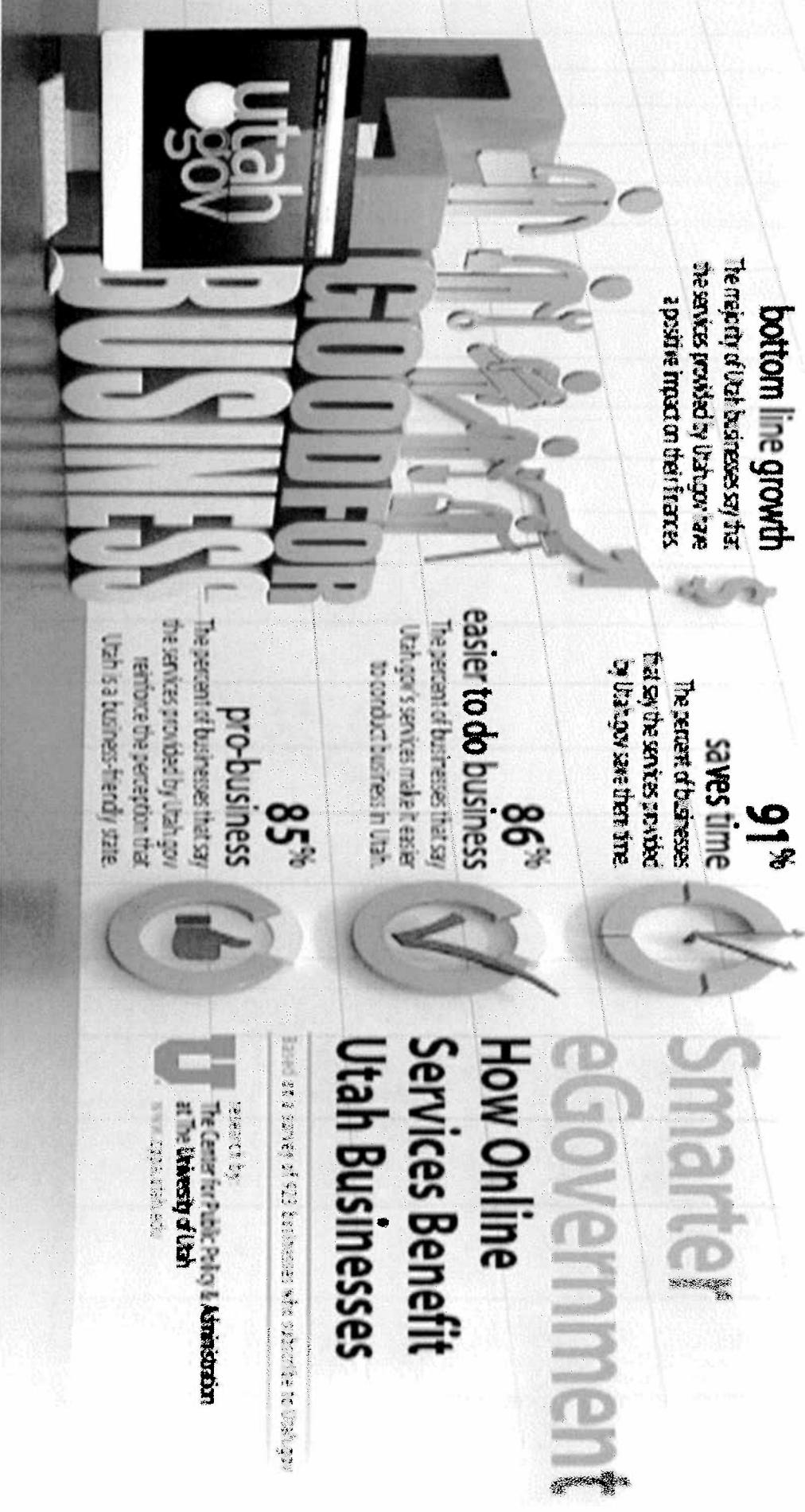
## How Online Services Benefit Utah Businesses

85%

pro-business

The percent of businesses that say the services provided by Utah.gov reinforce the perception that Utah is a business-friendly state.

RESEARCH  
The Center for Public Policy & Administration  
at The University of Utah  
[www.cppa.utah.edu](http://www.cppa.utah.edu)



# Utah's Financial Results

## financial savings

The cost savings from moving only nine of Utah's services online was approximately \$46 million over five years.

## 1000+ online services

The state avoided over \$15 million in costs, over 5 years, by using a self-funded model.

Beginning in 1999 with just one service, Utah.gov now offers 1,000+ online services.

## Smarter eGovernment

## The Economics of Online Services in Utah

## average service costs

The average cost per transaction to provide a service online is \$3.91 compared to \$17.11 to provide the service offline - a difference of \$13.20 per transaction.

online savings

2012

1999

1000+ online services  
The Center for Public Policy & Administration  
at the University of Utah  
[www.cppa.utah.edu](http://www.cppa.utah.edu)

# Arkansas.gov

The new Arkansas.gov features content tabs that expand when scrolled over

Arkansas.gov

Government Business Jobs Education Residents Visitors Services

You universal

consolidates

financial aid

applications for 20

colleges &

universities into a

single user-friendly

interface where

students can apply

for and track all

requests for

scholarships,

grants, and

financial

assistance

The new

Arkansas.gov uses

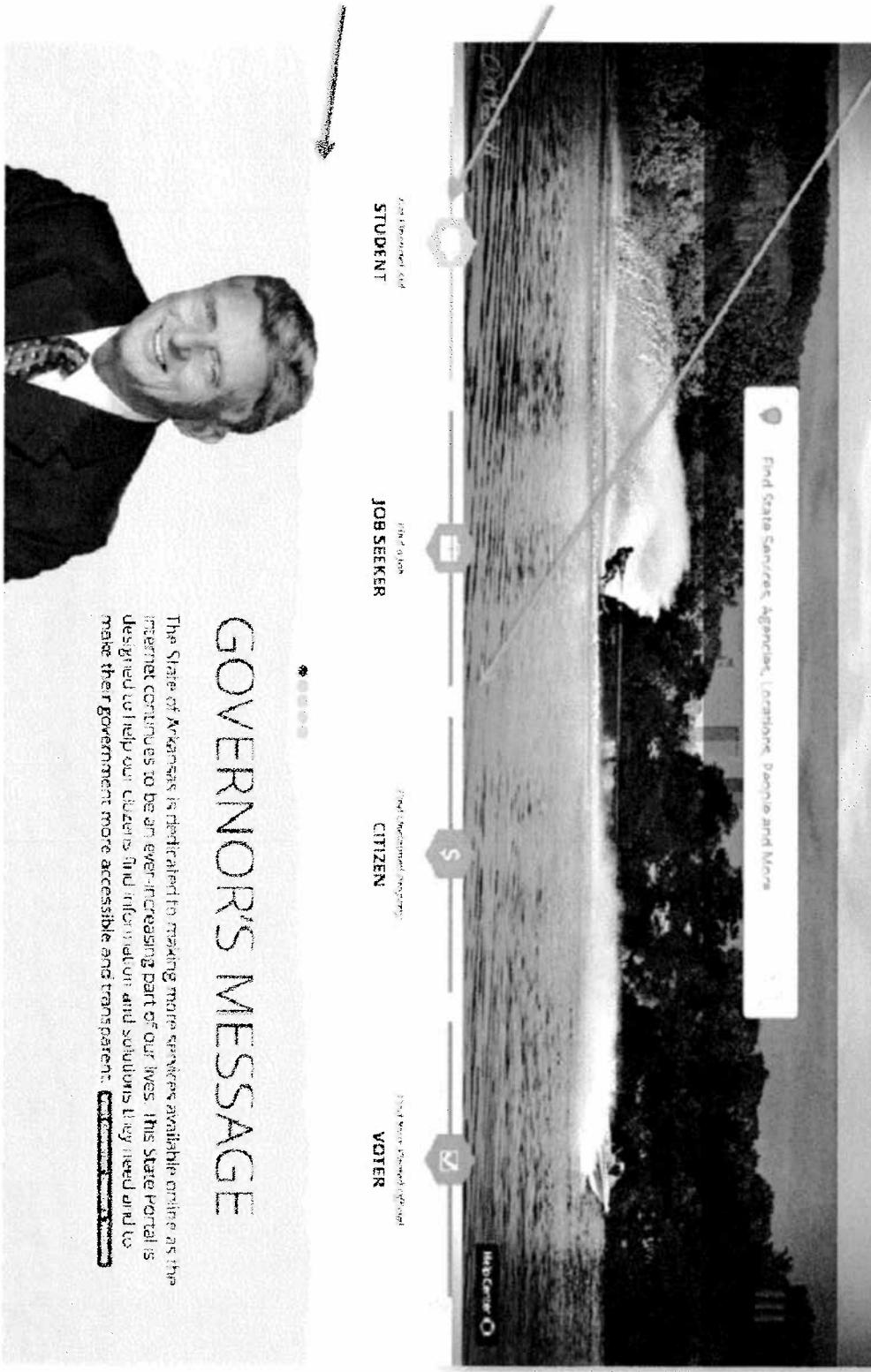
parallel scrolling to

smoothly move

through multiple

screens on the

page



The State of Arkansas is dedicated to making more services available online as the Internet continues to be an ever-increasing part of our lives. This State Portal is designed to help our citizens find information and solutions they may need and to make their government more accessible and transparent.

# Arkansas.gov Services

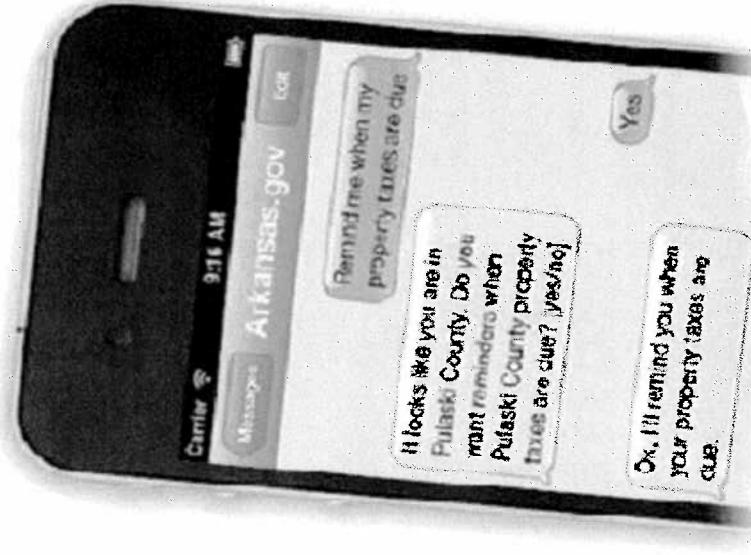
Arkansas was the first state to introduce text4help SMS-based customer service. The new Gov2Go service adds opt-in reminders and geolocation to the suite

Arkansas.gov

Government Business Jobs Education Residents Visitors Services

## A NEW WAY TO CONNECT

Introducing ArkansasGov2Go, a new service from Arkansas.gov that helps you stay connected with state and local government. Gov2Go helps you find information quickly and reminds you of important dates. You can even text message for info while on the go.



<b>REMINDERS</b>	Set up reminders for important dates.
<b>GOV ANSWERS</b>	Have a question? Send a text message and get an answer.

**LOCAL INFO**  
Get state information based on your location.

Ok, I'll remind you when your property taxes are due.

# Texas.gov

Do. Discover. Connect. Ask.

 [texas.gov](#)

Find almost anything on Texas.gov

Popular Searches: Vehicle Registration, Lottery, Printing Services, Child Birth Certificate

SERVICES | ANNOUNCEMENTS | MAKE A TAX PAYMENT | LOG IN

## TOP 5 SERVICES

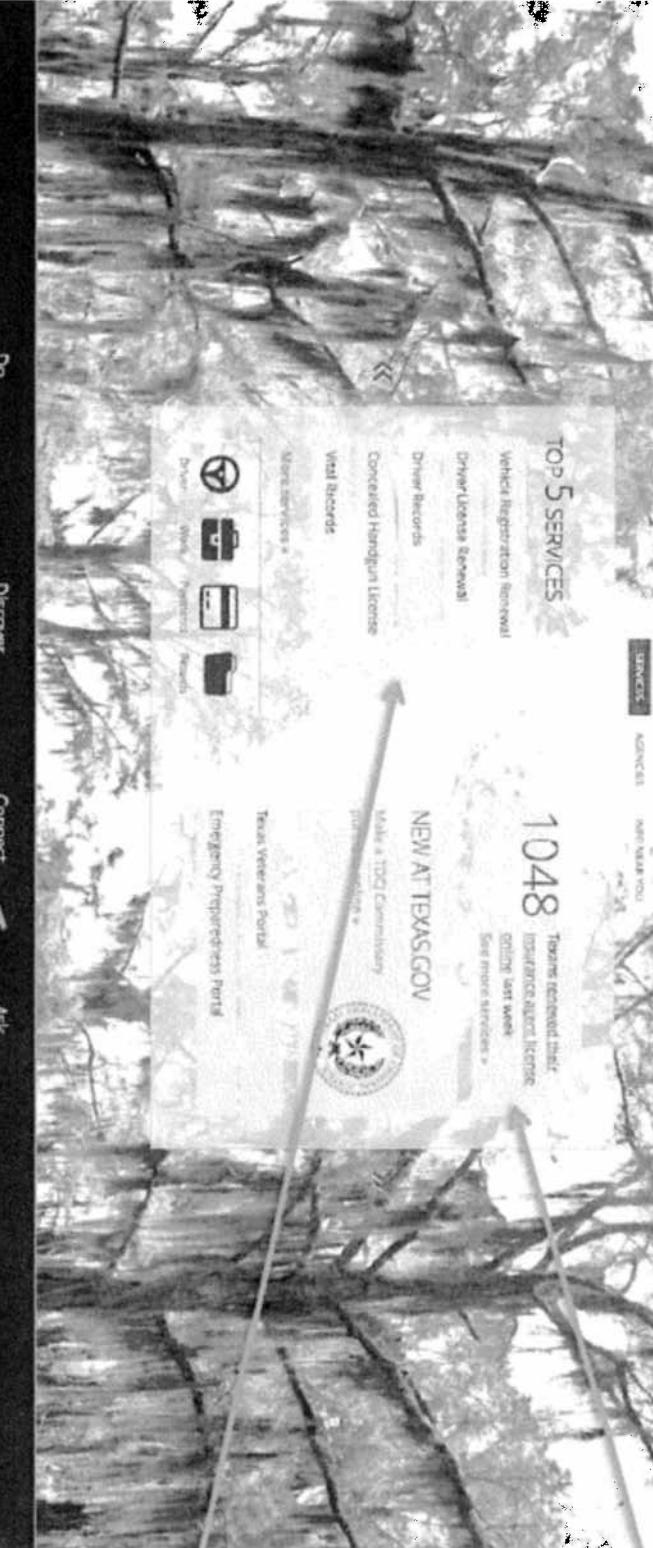
Vehicle Registration Renewal

Driver License Renewal

Driver Records

Vital Records

Concealed Handgun License



1048

Tourists renewed their  
insurance auto license  
online last week

See more services >

## NEW AT TEXAS.GOV

Make a TCO Community  
Participation



Texas Veterans Portal

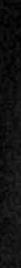
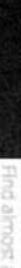
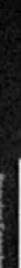
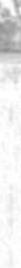
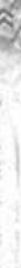
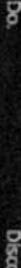
Emergency Preparedness Portal

Do. Discover. Connect. Ask.

Discover:  
Renew Vehicle Registration  
Order Driver's Record  
Business Driver License/CDL Card  
Apply/Reissue CDL  
Order Walk Records  
TPO Commission Purchase  
Public Records  
Photo Station

Connect:  
Social Media  
Mobile Presence  
Notifications & Alerts  
Community Ideas  
Open Data  
Photo Station

Ask:  
FAQ  
Live Chat  
Find an Agency  
Contact Information  
Community Questions  
2-1-1 Texas

Share and Connect:  
<img alt="SAP icon" data-bbox="12692 2



# Next Steps

- Statutory fix is required to the Michigan Vehicle Code.
- DTMB would go through a competitive bid process.
- Establish a SFM Partner.
- Develop the Model.

